Accreditation Decision and Report

**Decision to re-accredit service following a site audit**

**Service and approved provider details**

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| **Name of service:** | Allambie Heights Village Residential Aged Care Facility |
| **RACS ID:** | 0392 |
| **Name of approved provider:** | Allambie Heights Village Ltd |
| **Address details:** | 3 Martin Luther Place ALLAMBIE HEIGHTS NSW 2100 |
| **Date of site audit:** | 16 July 2019 to 18 July 2019 |

**Summary of decision**

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| **Decision made on:** | 15 August 2019 | |
| **Decision made by**: | Authorised delegate of the Aged Care Quality and Safety Commissioner (Commissioner) under section 76 of the *Aged Care Quality and Safety Commission Act 2018* to decide under section 41 of the Aged Care Quality and Safety Commission Rules 2018 (Rules) about the accreditation of a service. | |
| **Decision:** | To re-accredit the service under section 41 of the Rules. | |
| **Further period of accreditation:** | 28 September 2019 to 28 September 2022 | |
| **Assessment of performance with the Aged Care Quality Standards** | | |
| Standard 1 Consumer dignity and choice | | Met |
| Requirement 1(3)(a) | | Met |
| Requirement 1(3)(b) | | Met |
| Requirement 1(3)(c) | | Met |
| Requirement 1(3)(d) | | Met |
| Requirement 1(3)(e) | | Met |
| Requirement 1(3)(f) | | Met |
| Standard 2 Ongoing assessment and planning with consumers | | Met |
| Requirement 2(3)(a) | | Met |
| Requirement 2(3)(b) | | Met |
| Requirement 2(3)(c) | | Met |
| Requirement 2(3)(d) | | Met |
| Requirement 2(3)(e) | | Met |
| Standard 3 Personal care and clinical care | | Met |
| Requirement 3(3)(a) | | Met |
| Requirement 3(3)(b) | | Met |
| Requirement 3(3)(c) | | Met |
| Requirement 3(3)(d) | | Met |
| Requirement 3(3)(e) | | Met |
| Requirement 3(3)(f) | | Met |
| Requirement 3(3)(g) | | Met |
| Standard 4 Services and supports for daily living | | Met |
| Requirement 4(3)(a) | | Met |
| Requirement 4(3)(b) | | Met |
| Requirement 4(3)(c) | | Met |
| Requirement 4(3)(d) | | Met |
| Requirement 4(3)(e) | | Met |
| Requirement 4(3)(f) | | Met |
| Requirement 4(3)(g) | | Met |
| Standard 5 Organisation’s service environment | | Met |
| Requirement 5(3)(a) | | Met |
| Requirement 5(3)(b) | | Met |
| Requirement 5(3)(c) | | Met |
| Standard 6 Feedback and complaints | | Met |
| Requirement 6(3)(a) | | Met |
| Requirement 6(3)(b) | | Met |
| Requirement 6(3)(c) | | Met |
| Requirement 6(3)(d) | | Met |
| Standard 7 Human resources | | Met |
| Requirement 7(3)(a) | | Met |
| Requirement 7(3)(b) | | Met |
| Requirement 7(3)(c) | | Met |
| Requirement 7(3)(d) | | Met |
| Requirement 7(3)(e) | | Met |
| Standard 8 Organisational governance | | Met |
| Requirement 8(3)(a) | | Met |
| Requirement 8(3)(b) | | Met |
| Requirement 8(3)(c) | | Met |
| Requirement 8(3)(d) | | Met |
| Requirement 8(3)(e) | | Met |

**This decision is published on the Aged Care Quality and Safety Commission’s (Commission) website under section 48 of the Rules.**

The Commission makes the decision taking into account this site audit report, any response by the provider, and any other relevant information.

The met/not met recommendations made by the Assessment Team in this site audit report may differ from the findings in the decision.

## Introduction

**This is the report of an assessment of Allambie Heights Village Residential Aged Care Facility (the Service) conducted from 16 July 2019 to 18 July 2019.**

**This assessment was conducted for the purposes of assessing the provider’s performance in relation to the Service against the Aged Care Quality Standards (the Quality Standards) in accordance with the Aged Care Quality and Safety Commission Rules 2018.**

This report details the findings of this performance assessment and contains a detailed report about the performance of the Service against each Quality Standard assessed and the requirements within each Quality Standard assessed rated as either, Met or Not Met.

For a ‘Not met’ finding, the Assessment Team has provided information about why the requirement was Not Met.

This Report is to be read in conjunction with the Standards.

## Assessment Details

The assessment was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

The following interviews were undertaken:

**Type Number**

Consumers 13

Chief executive officer 1

Board members 3

Maintenance officer 1

Lifestyle staff 1

Catering staff 2

Lifestyle team leader 1

Representatives 4

Registered nurse 3

Physiotherapist 1

Housekeeping manager 1

Laundry staff 1

Cleaning staff 2

Chef 1

Catering manager (contracted services) 1

Facility manager 1

Care staff 7

## Detailed findings

This section covers information about the assessment of the provider’s performance, in relation to the service, against each of the requirements of the Quality Standards that were assessed.

### Standard 1: Consumer dignity and choice Not Met

#### Consumer outcome:

I am treated with dignity and respect and can maintain my identity. I can make informed choices about my care and services and live the life I choose.

#### Organisation statement:

The organisation has a culture of inclusion and respect for consumers; and supports consumers to exercise choice and independence; and respects consumers’ privacy.

#### Summary of Assessment of Standard 1:

The Assessment Team found that five of six requirements under Standard 1 were met.

The organisation demonstrated that it understands and applies this requirement in various ways and monitors and reviews its performance.

* Of the consumers interviewed the majority of consumers confirmed that are treated with dignity and respect. They provided various examples of what this mean for them, along with ways that the staff value their identity, culture and diversity.
* A consumer said when you are old, and you become unwell you need to know someone will take care of you, and I say this is the truth they do that here
* A consumer’s daughter said, it’s a great feeling to think you can go away on holidays and know your mum is being taken care of and is loved and respected.

The organisation demonstrated understanding and application of the requirement in various ways.

* Staff were observed treating consumers with dignity and respect care staff were understanding of their personal circumstances and life journey.
* A care staff greeted consumers’ friends and family with familiarity.
* Two staff members were asked what they oud do if they witnessed a consumer being treated disrespectfully. They both said they would comfort the consumer and report the issue to management.
* A range of activities are offered to suit different interests both interests both at the service and in the community including women’s day celebrations, bus trips and celebrations linked to cultural and special days.

The organisation demonstrated that it monitors and reviews performance against the requirement, with results used to improve process and practice. For example:

* Management confirmed that consumers are regularly asked about the extent to which they feel valued and treated with dignity and respect. Suggestions for improvement are sought and reviewed by management. Examples of how practices have been adapted to reflect consumer suggestions have included increasing the number of cultural celebrations and stating up the village choir.

The Assessment Team was not satisfied each consumer is supported to make decisions in relation to their care and noted during file reviews advanced care plans had not been completed by many consumers. This has resulted in palliative care plans being developed for some consumers without identification of who is responsible for providing authority.

#### Requirements:

##### Standard 1 Requirement (a) Met

Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

##### Standard 1 Requirement (b) Met

Care and services are culturally safe.

##### Standard 1 Requirement (c) Not Met

Each consumer is supported to exercise choice and independence, including to:  
i) make decisions about their own care and the way care and services are delivered; and  
ii) make decisions about when family, friends, carers or others should be involved in their care; and  
iii) communicate their decisions; and  
iv) make connections with others and maintain relationships of choice, including intimate relationships.

##### Standard 1 Requirement (d) Met

Each consumer is supported to take risks to enable them to live the best life they can.

##### Standard 1 Requirement (e) Met

Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.

##### Standard 1 Requirement (f) Met

Each consumer’s privacy is respected and personal information is kept confidential.

### Standard 2: Ongoing assessment and planning with consumers Not Met

#### Consumer outcome:

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and wellbeing.

#### Organisation statement:

The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and wellbeing in accordance with the consumer’s needs, goals and preferences.

#### Summary of Assessment of Standard 2:

The Assessment Team found that two of five requirements under Standard 2 were met.

Of the consumers randomly sampled 100% said they get the care they need most of the time or always. Most consumers interviewed said they had not been involved in the development of a care plan or they could not recall being involved, one consumer’s representative said they had been involved in assessment and care planning process. All consumers said they were satisfied with the care and services provided to them and they felt safe and confident staff listen to them and accommodate their preferences.

The Assessment Team was not satisfied that care and service plans are developed in consultation with consumers, and their preferences are adequately recorded or that consumers have ready access to their care and services plan. Staff could not describe how consumers, and others who contribute to the consumers care, work together to develop and review a tailored care and services plan. Management said they are working towards this and have started consulting consumers and representatives in the development of care and service plans. Care and service plans are regularly reviewed, however the Team noted consumer’s preferences are not clearly described.

The Assessment Team was not satisfied that allied health services are involved in assessment and planning. There are no records of initial or ongoing assessment for physiotherapy managed pain programs, and evaluation of these treatments are sporadic.

The assessment team was not satisfied that advance care planning and end of life planning addresses the consumers needs, goal and preferences.

#### Requirements:

##### Standard 2 Requirement (a) Met

Assessment and planning, including consideration of risks to the consumer’s health and well being, informs the delivery of safe and effective care and services.

##### Standard 2 Requirement (b) Not Met

Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.

##### Standard 2 Requirement (c) Not Met

Assessment and planning:   
i) is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and   
ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.

##### Standard 2 Requirement (d) Not Met

The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.

##### Standard 2 Requirement (e) Met

Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.

### Standard 3: Personal care and clinical care Met

#### Consumer outcome:

I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

#### Organisation statement:

The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well being

#### Summary of Assessment of Standard 3:

The Assessment Team found that all seven requirements under Standard 3 were met.

Of the consumers randomly sampled 100% said they get the care they need most of the time or always. All consumers reported feeling safe and confident that staff know what they are doing.

Staff could describe how they ensure they provide care in line with consumers preferences, their opportunities for continuing education and how they ensure that information is shared. All staff demonstrated a good working understanding of precautions to prevent and control infection. Registered nurses demonstrated understanding of antimicrobial stewardship in the management of antibiotics.

Consumers gave examples of how staff ensured the care provided was right for them including asking them and offering choices.

Care and service plans reviewed by the assessment team evidenced safe and effective care.

The organisation also demonstrated that they have policies and procedures underpinning the delivery of care.

#### Requirements:

##### Standard 3 Requirement (a) Met

Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:   
i) is best practice and   
ii) is tailored to their needs and   
iii) optimises their health and well being.

##### Standard 3 Requirement (b) Met

Effective management of high impact or high prevalence risks associated with the care of each consumer.

##### Standard 3 Requirement (c) Met

The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.

##### Standard 3 Requirement (d) Met

Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.

##### Standard 3 Requirement (e) Met

Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.

##### Standard 3 Requirement (f) Met

Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

##### Standard 3 Requirement (g) Met

Minimisation of infection related risks through implementing:   
i) standard and transmission-based precautions to prevent and control infection; and   
ii) practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

### Standard 4: Services and supports for daily living Met

#### Consumer outcome:

I get the services and supports for daily living that are important for my health and well being and that enable me to do the things I want to do.

#### Organisation statement:

The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well being and quality of life.

#### Summary of Assessment of Standard 4:

The Assessment Team found that the seven requirements under Standard 4 were met.

Of the consumers interviewed 100% said they were mostly or always satisfied with the services they receive especially in relation to their physical care and the food at the service.

The organisation demonstrated that it makes referrals to other organisations. It provides meals of a suitable quality, variety and quantity and provides safe, suitable, clean and well-maintained furniture. This was observed by the assessment team.

The organisation demonstrated it supports consumers to connect with other supports and people outside of the service. Consumers said they suggest activities to life style staff who make their wish come true. For example, assisting with their desire to have a choir, which is now running and has over 20 consumers attending. The organisation demonstrated how they support consumers mental health and wellbeing by accessing the psychogeriatrician or the mental health team. Care staff and lifestyle staff said the well-being of consumers emotional, spiritual and psychological is well supported.

#### Requirements:

##### Standard 4 Requirement (a) Met

Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well being and quality of life.

##### Standard 4 Requirement (b) Met

Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well being.

##### Standard 4 Requirement (c) Met

Services and supports for daily living assist each consumer to:   
i) participate in their community within and outside the organisation’s service environment; and   
ii) have social and personal relationships; and   
iii) do the things of interest to them.

##### Standard 4 Requirement (d) Met

Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

##### Standard 4 Requirement (e) Met

Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

##### Standard 4 Requirement (f) Met

Where meals are provided, they are varied and of suitable quality and quantity.

##### Standard 4 Requirement (g) Met

Where equipment is provided, it is safe, suitable, clean and well maintained.

### Standard 5: Organisation’s service environment Met

#### Consumer outcome:

I feel I belong and I am safe and comfortable in the organisation’s service environment.

#### Organisation statement:

The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

#### Summary of Assessment of Standard 5:

The Assessment Team found the organisation met all three requirements under Standard 5.

The service was observed to be welcoming with individual rooms decorated with memorabilia, photographs and other personal items, clean and well maintained. The layout of the service enabled consumers to move around freely, with suitable furniture, fittings and signage to help consumers navigate the service. Consumers had ready access to tidy outdoor areas with gardens, benches and communal tables, paths and handrails that enable free movement around the area.

Consumers reported that:

* Staff optimise their independence by encouraging them to go for walks around the service.
* The service is well maintained, always clean and tidy.
* The system for maintenance is timely and responsive to their needs.

Policies and procedures described systems for the purchase, service and maintenance of furnishing and equipment and how environmental related risks to consumers were identified and managed. Staff interviewed confirmed their understanding of the systems and maintenance arrangements.

#### Requirements:

##### Standard 5 Requirement (a) Met

The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.

##### Standard 5 Requirement (b) Met

The service environment:   
i) is safe, clean, well maintained and comfortable; and   
ii) enables consumers to move freely, both indoors and outdoors.

##### Standard 5 Requirement (c) Met

Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

### Standard 6: Feedback and complaints Met

#### Consumer outcome:

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

#### Organisation statement:

The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

#### Summary of Assessment of Standard 6:

The assessment team found the organisation demonstrated all four requirements are met under Standard 6.

The organisation demonstrated that consumers know how to give feedback and make complaints and feel safe in doing so. Further, they demonstrated that consumers have access to advocate services, language services and other methods for raising and resolving complaints. Consumers, and their representatives said they are provided with information about how to access complaint mechanisms. There are facilities available to enable submission of confidential complaints and ensure privacy. The service has system in place to use feedback from consumers to improve the quality of care and services.

Consumers reported that:

* Staff follow up when you raise things with them.
* They feel confident in making a complaint or giving feedback to management. There is no fear of reprisal and complaints and feedback are acknowledged by management in a timely manner.

#### Requirements:

##### Standard 6 Requirement (a) Met

Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

##### Standard 6 Requirement (b) Met

Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

##### Standard 6 Requirement (c) Met

Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

##### Standard 6 Requirement (d) Met

Feedback and complaints are reviewed and used to improve the quality of care and services.

### Standard 7: Human resources Met

#### Consumer outcome:

I get quality care and services when I need them from people who are knowledgeable, capable and caring.

#### Organisation statement:

The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

#### Summary of Assessment of Standard 7:

The Assessment Team found the organisation demonstrated all five requirements under Standard 7 were met.

The organisation demonstrated they ensure staff interactions with consumers are kind, caring and respectful of consumer’s identity, culture and diversity. Consumers provide various examples of what this meant to them including in relation to events of cultural significance, specific care and relationship needs and availability of staff speaking other languages, interactions between customers, representatives and staff were observed to be kind, care and respectful.

The organisation demonstrated the workforce recruited to different roles ,trained and qualified to undertake these roles and supported to deliver outcomes for the consumers. Consumers are encouraged to participate in interviewing of new staff. New staff receive intensive orientation before commencing at the service. Performance appraisals occur as part probation monitoring and ongoing employment.

Consumers reported that:

* Staff are always kind and caring.
* Very helpful, caring staff and management.
* The caring staff are happy.
* Manager is amazing very helpful always ready to listen. Happy with all staff including laundry and cleaning and the maintenance men that are very good and helpful.
* Staff always look after my care they are always thinking of ways to make me more comfortable. The staff here really care.

#### Requirements:

##### Standard 7 Requirement (a) Met

The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.

##### Standard 7 Requirement (b) Met

Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.

##### Standard 7 Requirement (c) Met

The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.

##### Standard 7 Requirement (d) Met

The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.

##### Standard 7 Requirement (e) Met

Regular assessment, monitoring and review of the performance of each member of the workforce.

### Standard 8: Organisational governance Not Met

#### Consumer outcome:

I am confident the organisation is well run. I can partner in improving the delivery of care and services.

#### Organisation statement:

The organisation’s governing body is accountable for the delivery of safe and quality care and services.

#### Summary of Assessment of Standard 8:

The Assessment Team found the organisation demonstrated that four of the five requirements under to Standard 8 are met.

The organisation demonstrated that they involve consumes in the evaluation of care and services. The governing body meets regularly, sets clear expectations of the organisation and regularly reviews risks from an organisational consumer perspective. There are organisational wide governance systems to support effective information management, the workforce, compliance with regulation and clinical care. The clinical governance frame work addresses anti-microbial stewardship, open disclosure and no longer using physical restraint. Staff interviewed understood these concepts and could explain how they were applied in practice.

The Assessment Team was not satisfied there were systems in place to monitor consumer safety in relation to the warm water system.

#### Requirements:

##### Standard 8 Requirement (a) Met

Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

##### Standard 8 Requirement (b) Met

The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

##### Standard 8 Requirement (c) Not Met

Effective organisation wide governance systems relating to the following:  
i) information management  
ii) continuous improvement  
iii) financial governance  
iv) workforce governance, including the assignment of clear responsibilities and accountabilities  
v) regulatory compliance  
vi) feedback and complaints

##### Standard 8 Requirement (d) Met

Effective risk management systems and practices, including but not limited to the following:  
i) managing high-impact or high-prevalence risks associated with the care of consumers  
ii) identifying and responding to abuse and neglect of consumers  
iii) supporting consumers to live the best life they can

##### Standard 8 Requirement (e) Met

Where clinical care is provided - a clinical governance framework, including but not limited to the following:   
i) antimicrobial stewardship   
ii) minimising the use of restraint  
iii) open disclosure